

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000094043

ARIZONA CORPORATION COMMISSION

RECEIVED

2009 FEB 24 P 4: 03

February 24, 2009

To: Docket Control

ORIGINAL

AZ CORP COMMISSION
DOCKET CONTROL

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 25 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

FEB 24 2009



February 21, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are extremely upset by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is suffering from financial problems. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



James/Arlene Rothschiller
20410 N. 135th Avenue
Sun City West, Arizona 85375

Feb 23, 2009

Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix, Az 85007

Dear Commissioners —

We live in Sun City West and am disgusted by the ridiculous high rate increase requested by AZ/AM Water. I am retired on Social Security only and do not have any income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM to have. Arizona American Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents of Sun City West

Sincerely

Jan Leonhardt
12315 W. Fieldstone Dr.
Sun City West, Az 85375

21 February

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

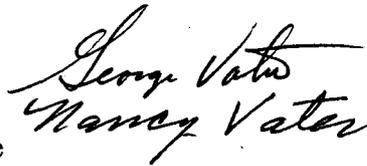
Dear Commissioners,

We reside in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired people on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. A rate increase inline with the cost of living maybe acceptable.

Please review the AZ/AM Water plan and protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. AZ/Am Water in the past appears to have increased the rates since our water bill is increasing. There is no reason for AZ/Am Water to increase the rates to obtain a 8.4% return on a senior village on fixed income. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

George Vater
Nancy Vater
14309 W. Horizon Drive
Sun City West, AZ 85375

Handwritten signatures of George Vater and Nancy Vater in cursive script.

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when We and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely


Bill Newman

14241 Sky Hawk DR
Sun City West, AZ 85375

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Melanna Kimble

February 10, 2009

Address: 12731 Ballad Drive

Sun City West, AZ 85375

Melanna S. Kimble
12731 W Ballad Dr.
Sun City West AZ 85375-1809

February 9, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

As Sun City West, Arizona residents, we are concerned by the high rate increase requested by AZ/AM Water and appreciate any help you can give us to keep the rate increase at a more reasonable level.

There must be many alternatives to solving the water company's financial problems. We often see water running down the streets from overwatering of residents' landscaping. . Perhaps it would be more prudent to add a small increase for the first 4,000 gallons of water used each month and charging a higher fee for any usage above that amount. That way the people with less concern of wasting water would pay the extra or realize the value of saving our natural resources for future generations.

We appreciate your understanding of our concerns and thank you for any help you can give us.

Sincerely,

Everette and Betty Filgate

*Everette + Betty Filgate
13535 West Ballard Dr
Sun City West, AZ 85375*

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

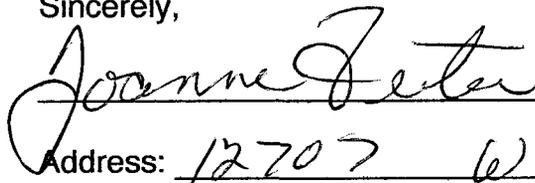
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



February 10, 2009

Address: _____

12707 W. Ballad Dr

Sun City West, AZ 85375

Date Feb. 10, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled, by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Romayne Koos

Ms. Romayne Koos
PO Box 5928
Sun City West, AZ 85376

February 20, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona, and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. This is as immoral as the Federal spending on the Bailout and the Stimulus Bills. How can anyone in these times justify such an increase? 3-5% increase is more than enough and probably too much given the times.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ /Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

Joe and Mary-Lou Dopak
14210 W. YOSEMITE DRIVE
SUN CITY WEST, AZ 85375
623-584-6494
jml.dopak@msn.com

Chuck & Dolores Reeves
14234 Sky Hawk Drive
Sun City West, AZ 85375-5982
(623) 584-8209
e-mail: doloresreeves@cox.net

February 20, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, Az 85007

Re: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,


Chuck and Dolores Reeves



Date: 02/19/09

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I own a home in Sun City West, Arizona, in which my elderly father currently lives. Since I pay his bills, I have watched his expenses increase over the years. Of all of his expenses, the Arizona American Water Bill seems to be the biggest rip-off of them all, and now they want another increase.

I am writing you again to ask that you put a stop to the gouging that Arizona American is doing to the residents of Sun City West. An increase of 79.96% cannot be described in any other way. Even the 59% increase recommended by RUCO is ridiculous.

Arizona American says that they need this increase to pay for the significant capital improvements they have made to Sun City West. I say what improvements. I have not seen any improvements, and if they did make some, who said they were necessary. It seems to me that they can generate work for themselves whenever they want, and ask other people to pay for it.

I also believe that this company has deliberately structured its billing to extract the maximum out of their customers. Nobody has justified why they are allowed to bill a flat fee for treating wastewater, let alone charging \$25.01 to treat 3,000 gallons of it. This comes to \$8.33 per 1,000 gallons. My research shows that well run companies charge between \$2 - \$3 per 1,000 gallons to treat wastewater. The flat fee billing also gives the homeowner no incentive to conserve water. In fact it appears that a homeowner would still owe Arizona American about \$30 - \$35 a month even if they did not use any water at all.

The residents of Sun City West have no one to turn to except the Arizona Corporation Commission. I am therefore asking you to not only deny this increase, but to require Arizona American to restructure their Billing so that wastewater charges are based on the amount of water used. Our President has said that we are in for a long serious recession, and that we must all make sacrifices. I do not remember him saying that Arizona American did not have to make sacrifices as well. Your help in this matter will be greatly appreciated.

Regards,



William Morrison

1506 Yale Lane
Schaumburg, IL 60193

12327 W. Eveningside Drive
Sun City West, AZ 85375

February 22, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

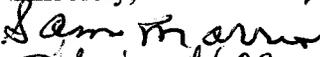
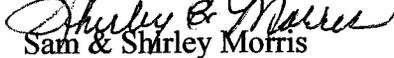
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all the residents in Sun City West.

Sincerely,



Sam & Shirley Morris
18042 N Desert Glen Drive
Sun City West, AZ 85375

Feb. 18, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am disgusted by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. They should be made to live with COLA increase like the rest of us.

Please protect me by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. I bet I could cut their operating fluff enough that a modest increase would be enough. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely



Gordon Stenhjem
12813 W Ballard Drive
Sun City West, AZ 85375

[Faint, illegible text, likely a routing slip or administrative notes]

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Betty C. Hall

February 10, 2009

Address: 12743 Ballad Dr.

Sun City West, AZ 85375

Feb. 19, 2009
Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, Az. 85007

Docket NO. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners
we live in Sun City West, Arizona and are highly
upset by the ridiculously high rate increase
requested by American Water. I am unemployed
and can only do light duty work and my wife works
only part time and is not physically able to work
full time and do not have any extra income to
pay an increase of 79.96% in water rates.
We struggle to make ends meet and keep food
on the table. We are here because of low tax rates
and be near my wife's work area.

Please protect us by drastically reducing the
the rate increase you allow American water
to have. American water is asking for a 500%
increase in operating income at a time when
we and the entire country is in a financial
mess. Your assistance will be greatly
appreciated by us and all of the residents
in Sun City West.

Sincerely
Mr & Mrs Paul Napier

Napier
12902 W. Jadestone Dr.
Sun City West, AZ 85375

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(us) and all of the residents in Sun City West.

Sincerely



Name(s) and Address

W. T. WOODYARD
12837 W. DESERT BLVD DR
SUN CITY WEST, AZ
85375-4861

Feb. 20,2009

Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix, Az. 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase by AZ/AM Water. We are retired on a fixed income and do not have extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Larry and Pat Miller
12827 w Amigo Drive
Sun City West, Az. 85375

2-20-09

Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix AZ 85007

Docket # W-01363A-08-0227 and SW-01363A-08-2007

Dear Commissioners.

I live in Sun City West, Arizona and I am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I and ~~the~~ entire country is in a financial turmoil and in a mess. Your assistance will be greatly appreciated by me and all the residents in Sun City West.

Sincerely

Ronald Hosselvi
13143 W. Paintbrush Dr.
Sun City West, AZ. 85375

Date

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Clara Joana

*13441 Copperstone
S.E.W. AZ, 85375
623-546-0533*

Date

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Lee Frank
13441 Copperstone Dr.
S.C.W. AZ, 85375

18014 North Desert Glen Drive
Sun City West, Arizona 85375

February 20, 2009

Arizona Corporation Commission
1200 W. Washington Street, Room 1
Phoenix, Arizona 85007

Re: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

I am a resident in Sun City West, Arizona and am appalled by the exorbitant rate increase requested by Arizona American Water Company (AAWC). As a retired person on a fixed income, it is unconscionable for AAWC to expect me or anyone in this retirement community to pay an increase of 79.95% in water rates.

I am asking the Commission to defend me in this matter by disallowing this proposed increase. I do not understand how AAWC can ask for a 500% increase in operating income at a time when the entire country is in a financial crisis. Perhaps AAWC should be asking for a bailout from the Federal Government or even better, reorganizing its management force and reducing salaries and personnel like other companies are already doing.

I would appreciate your serious consideration of this request, as I'm sure the rest of this community would, also.

Thank you.

Sincerely,


Justine Kmiecik

Date 2/9/09

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I We live in Sun City West, Arizona and are) appalled, sickened, disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

Jane E Bass
17606 N 134th AVE
Sun City West AZ

Date

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Preston & Pat Kaess

Preston & Pat Kaess
13443 W. Desert Glen Dr.
Sun City West, AZ
85375

February 9, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are shocked by the ridiculously high rate increase requested by AZ/AM Water. We are retired and on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

A handwritten signature in cursive script that reads "Terry and Vicki Barker". The signature is written in dark ink and is positioned above the typed name and address.

Terrance and Vicki Barker
18802 N. 132nd Ave.
Sun City West, AZ 85375

FEBRUARY 25, 2009

ARIZONA CORPORATION COMMISSION
1200 W. WASHINGTON ST. ROOM 1
PHOENIX AZ. 85007

DOCKET NO. W-01303A 08 AND SW-01303A-08-2007

DEAR COMMISSIONERS,

I LIVE IN SUN CITY WEST, ARIZONA AND AM DISCOSTED BY THE REDICULOUSLY HIGH RATE INCREASE REQUESTED BY AZ/AM WATER. I AM RETIRED ON A FIXED INCOME AND DO NOT HAVE ANY EXTRA INCOME TO PAY AN INCREASE OF 79.96% IN WATER RATES.

PLEASE PROTECT US BY DRASTICALLY SLASHING THE RATE INCREASE YOU ALLOW AM/AZ WATER TO HAVE. AZ/AM WATER IS ASKING FOR A 500% INCREASE IN OPERATING INCOME AT A TIME WHEN I AND THE ENTIRE COUNTRY IS IN A FINANCIAL MESS. YOUR ASSISTANCE WILL BE GREATLY APPRECIATED BY ME AND ALL OF THE RESIDENCE IN SUN CITY WEST.

SINCERELY

EDWARD LEONHARDT
12415 W. FIELDSTONE DR.
SUN CITY WEST AZ 85375